

If you're facing the Shein Tracking Not Updating Issue then read more to know [How to Fix Shein Tracking Not Updating Issue](#)

Hello! Friends, How Is It Going, Hope everything is good, Today we are here with an article that is helpful for people who using the Shein marketplace and facing the Shein tracking not updating issue, this article is completely helpful to solve the issue.

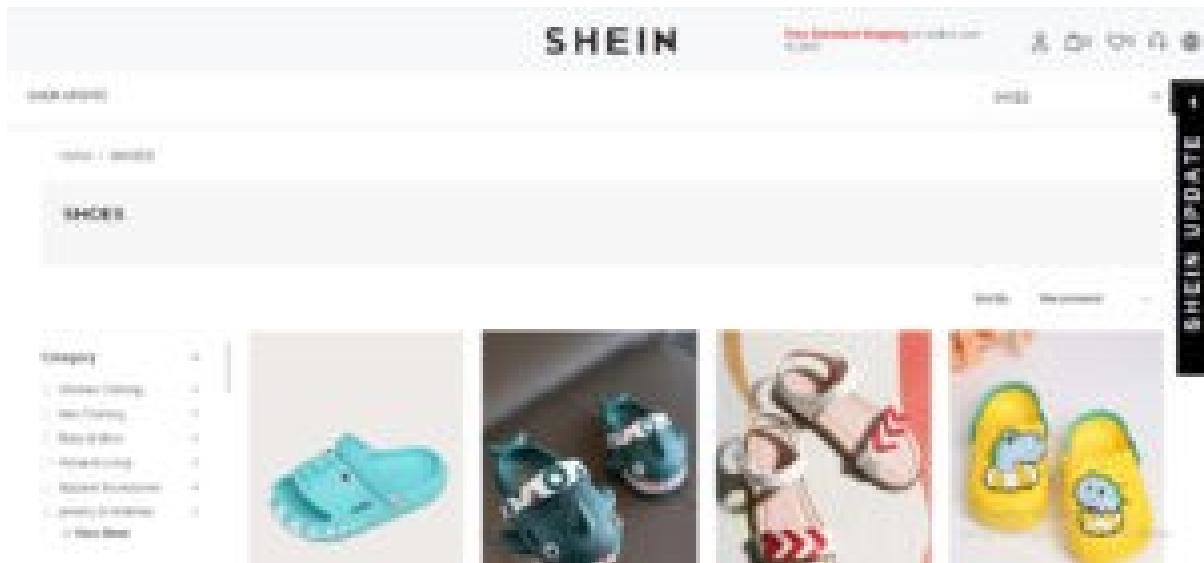
Here we are clearly explaining each and every method in detail and also tell the basic information you must know about the Shein, go through the article, I hope this is useful to you.

## Introduction:

Shein is one of the best global marketplaces that is widely used by so many people all around the world, With the help of this the user can easily navigate the orders. This is the best alternative to Amazon prime

While compared to other apps and sites, it quickly gives the tracking information and location status of the order, So many people have the doubt regarding shopping apps like Shein and [Amazon Prime Deliver on Sundays](#).

This is the best online clothing retailer that gives the best collections of products, it is convenient, and is the best online purchasing platform.



## Shein Official site

This is an eCommerce platform that provides reasonable prices for clothing like bathing suits, lingerie, decorations, sports supplies, and much more, starting it sells wedding dresses for women so the company is called Sheinside. It delivers to 220+ destinations in the entire world.

## Shein Tracking Notifications:

The Shein tracking notifications are

- Order Placed
- Paid
- In Preparation
- International Warehouse, Sterilization and Inspection of Final Package Completed, Package Shipped
- China, Departure of the Flight
- In Transit
- The parcel is in such country
- Arrived at a local courier
- Sent
- Package Under Delivery
- In Dispatch
- Signed

## Non-Returnable Items At Shein:

- Bodysuits
- Lingerie

- Jewellery
- Beauty Items
- Party Supplies
- DIY Supplies
- Pet Supplies
- Cosmetics (not returnable if you break the seal)
- Items marked as “Non-Returnable”

## Reasons Behind the Shein Tracking Not Updating Issue:

The major reasons behind the Shein Tracking Not Updating issue are

- Shein servers are down or crashed.
- Poor internet connection
- Lack of update of Shein app.
- Glitches on the Shein app
- The shipping company or carrier is not updating the tracking details.
- The package is lost or misrouted or handed over to customs.
- Use Select Economy shipping
- Some shipments take time
- The package is checked by customs
- Common Logistical issues and delays
- Due to system crashes
- The shipment is not tracked
- The package is changed its tracking number
- Vehicle malfunction
- Shipping Delay
- Wrong tracking number
- Out of delivery area
- The driver is slow.
- That day having so many packages

## Methods to Fix Shein Tracking Not Updating Issue

You must follow some methods to fix the Shein Tracking Not Updating Issue, these are quite easy and simple and quickly solve the issue.

## Method #1. Check the Connection

Initially, you must check the internet connection to fix the Shein Tracking Not Updating issue, sometimes due to a poor internet connection you may face this issue.

With a stable internet connection only the Shein order will be tracked otherwise, it is not tracked. So you must restart the Wi-Fi router or place it nearer to the device, You can also switch to mobile data on behalf of Wi-Fi or vice-versa.

## Method #2. Check the Shein Server Status

Due to the fall down of the Shein Server also you're unable to track the Shein order and also not update the information of Shein tracking. So check the Shein server status.

Especially on big occasions like Christmas or Black Friday there are placed so many orders that lead to the crashing of Shein servers.

Try to check the Shein server status, go and visit the online server tracking online sites like Downdetector, Services down, and much more.

The user is also allowed to check the Shein social media that manage recent outages, updates, or maintenance notifications.

If the Shein server status is down the user must wait for some time to set and restore to track the placed order.

## Method #3. Wait For Some Time

If everything is fine with the Internet connection then only you face the Shein tracking not updating then you must give it some time to update it.

In some cases the issue is with the carrier's tracking system, so you need to wait a day or two days for update the tracking information from the carrier.

The Shein site states the shipping Info page

*“If your package has not been delivered or your tracking information shows that your package has been delivered but you have not received it, you must contact Customer Service to verify within 45 days of the order date. For other orders, products, and logistics-related issues, you must contact customer service within 90 days of the order date.”*

## Method #4. Check The Tracking on Other Sites

One of the major reasons behind the Shein tracking not updating issue is the server is overloaded, increased shipping volume, and much more.

So you can track the Shein order on other universal order tracking sites, these are having the ability to manage so many carriers like DHL, UPS, FedEx, TNT, USPS, China Post, and also a lot of other post offices or logistic companies.

Below we are giving the universal tracking services namely

- Ship24
- 17Track
- ParcelsApp
- Parcel Monitor
- Tracktry
- Aftership

For accessing these services the user must require to give the input tracking number of the package and track the order delivery status along with carrier and shipping status.

Some services offer SMS or email notification in order to update the tracking status of the packages, the user must register with the service.

## Method #5. Update Shein App

Due to the lack of update in the app also you can't track the Shein Order, so update the app with its latest version for tracking the Shein Order correctly.

Follow the below steps to update the Shein app.

- Launch App Store or Google Play Store on iOS or Android.
- Then on the search bar enter the Shein app and check if any update is available.
- Click on the Update option if it has the available update.
- It takes some time to complete the download and installation of the update.
- After that, open the app and restart the device and check whether the issue is fixed or not.

## Method #6. Sign Out & Sign In

In some cases, signing in and signing out will help to fix the Shein tracking not updating issue, due to technical issues sometimes it happens, so signing out will refresh the app and also the data.

Sign out or log out from the account on the Shein app and then again log in to the account.

## Method #7. Reinstall Shein App

If the above methods didn't fix the issue then uninstall and reinstall the app to fix the issue and also fix the technical and installation issues and also prevent the temporary glitches and bugs.

Simply uninstall the Shein app on the device and reinstall the app from the App Store or Google Play Store on iOS or Android.

## Method #8. Wait Till The Estimated Delivery of the Data

If the user is facing an issue with the tracking of the Shein order then it means the package is in transit and didn't scan by the carrier.

The delivery times change are based upon the shipping method the user is chosen ( Express and Standard) and the location of the warehouse and the location of the delivery address.

The user can check the estimated delivery date of the order, simply by logging into the account, moving to the order history, and checking the order details.

You must occasionally check the tracking information, remember the package is not scanned by the carrier until it goes to the sorting facility or a delivery location.

If the estimated delivery date is passed then the user didn't get the package then simply contact the shipping partner or Shein customer service.

## Method #9. Contact the Shipment Company

If the user is facing the issue while tracking the Shein package then simply contact the shipping company directly to get more information.

On the tracking page of the order or via the tracking number, the user can find the contact information of the shipment company. Make sure to have the tracking number and the details related to the package for contacting the carrier.

## Method #10. Contact Shein Customer Support

You can try the above methods and didn't get the solution and also contact the shipping company and didn't get the update on the Shein to order then finally contact Shein customer support.

The user must check the Shein app to get the contact information, it gives the chatbot feature it helped so many

people. request to get the number in order to connect to the retailer to get the order quickly.

You can select the following methods to contact Shein customer support.

- Instagram (@sheinofficial)
- Twitter (@SHEIN\_official)
- Email - service@shein.com

### Common Errors In Shein Order:

The common errors that are occurred on the Shein order tracking are

- The Shein platform error
- Shipping company tracking error
- Shein logistics error
- Shipping company error
- Promotion periods

### Tips to Stop Tracking Issues:

Follow the below tips to stop the tracking issues.

- Regularly track the package
- Keep the contact information update
- select the desired shipping method
- Contact the customer service
- You must double-check the address
- You must expect delays during the peak seasons.

### How to Request a Refund at Shelin?

If the user is not supposed to receive the item and the tracker didn't update the information correctly for some time the user must request to get a refund, It provides the refund of the item that is purchased and lost or the shipment tracker didn't update the information in time.

Shein is reported to the customers in order to enlarge the one-time offer that will completely allow the user to return the item.

## How to Track the Order in Shein App?

Mainly there are two order routes in Shein namely express shipping and standard shipping, If the user can select the former it takes a minimum of 2 to 4 days for the order to reach the destination, In standard shipping, it takes 6 to 8 days minimum.

If the period is extended it means a delay in the package for estimation duration, then the user must confirm the status of the order via the Shein app.

Follow the below steps to track the order.

- Open the Shein app.
- Login into the Shein account.
- Then select the My Orders option.
- Now, click on the View details, and then the user can notice the order whether is shipped or not.
- If the order is shipped then click on a track to see the order status, the user can find the tracking number including with status.
- You must use the number to track the order and search it on the search box to find out the current location of the order.

## Frequently Asked Questions?

- **Question 1)** How to find Shein History?

**Answer#1:** To see the Shein History the user must go to the My Orders section there you can see the overview of the order history and status, and select View Details If the order is shipped then click on Track in order to check the current status of the package.

- **Question 2)** How to delete Shein's account permanently?

**Answer#2:** Follow the below steps to delete the Shein account permanently.

1. Initially, you must log into the account.
2. Select the Profile.
3. Then go to My Account.
4. Click on Account.
5. The user must confirm the reasons behind the deletion of the account.
6. Finally, mention the reason and delete the account.

- **Question 3)** How long does the Shein Package stay in transit?

**Answer#3:** The shipping time for standard shipping is 6 to 8 days and for express shipping, it is 2 to 4 days, the time doesn't have a 1 to 3-day processing period needed to process the order from the date of the order placed.

## Final Conclusion:

I wish to conclude the topic, due to some reason you may get the Shein Tracking not updating issue, follow the above fixing methods and solve the issue, we clearly explain them without any difficulty, and you can easily understand them.

I think after reading the full article you got the methods to Fix Shein Tracking Not Updating. Feel free to share the article with others, Show your love in sharing, because sharing is caring, Hope our article is helpful to get rid of the issue, Thank you for spending your valuable time with Us.